



# City of Tempe

## INFORMATION TECHNOLOGY SERVICES CONSULTANT II+

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	309	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$62,516
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$84,397
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	IT Services Consultant II+
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

### DISTINGUISHING CHARACTERISTICS

To provide Tier 1 and Tier 2 support for the Service Desk and the Data Center. This is the full journey level within the IT Support Services section. Employees within this class are distinguished from the IT Services Consultant I+ by the performance of more complex assignments. Employees at this level receive only occasional supervision and assistance as new and unusual situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the IT Support Services Consultant I+.

### REPORTING RELATIONSHIPS

Receives supervision from the Information Technology Supervisor, supervisory or management staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three years of Service Desk Tier 2 support of desktop hardware and software on an enterprise\industrial network. Possess the ability to use and understand technical manuals and documentation, follow ITIL processes, and have the ability to troubleshoot and resolve more complex technical problems.
<i>Education:</i>	Equivalent to an Associate's degree from an accredited college or university with major coursework in computer information systems or degree related to the core functions of this position.
<i>License / Certification:</i>	<ul style="list-style-type: none"><li>• Requires the possession of a valid driver's license.</li><li>• Possession of certification in related computer technologies as appropriate (e.g. MCSA: Microsoft, CompTIA A+).</li></ul>

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To assess, troubleshoot, and follow established guidelines to solve hardware, software, and networking problems and to provide primary and secondary technical assistance to all departments via phone, remote network technology and on-site customer support.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Assist in maintaining documentation for and participation in the City's Business Continuity Program including but not limited to; Disaster Recovery, Emergency Preparedness, and ISERT Plans.
- In depth knowledge of Service Desk functions by providing remote and on-site technical support to city departments, both local and global telecommuters, support of enterprise hardware, software, related peripherals, and the virtual desktop environment.
- Proficient with Microsoft Windows operating systems, Microsoft Office products, E-mail Exchange system, create and administer network logins and email accounts, manage user groups, apply file access rights, cloud services, and other relevant technologies.
- Configuration and administration of end user computing devices, network printers, mobile devices, VPN connectivity, workstation IP addresses, system settings, and imaging operating system software for the City's workstation computers.
- Provide software and hardware installation, upgrade, and troubleshooting support on-site or using remote network technology tools.
- Assist in evaluating and making recommendations regarding end user computing resources for application performance, software application usage and future upgrade needs, and recommend improvements and modification to computer system software models used on city workstations.
- Obtain price quotes and procure software and computer equipment for city clients. Assists with maintaining accurate inventory records for hardware and software licensing. Coordinate receiving, delivery and warehousing of computer equipment.
- Assist with software deployment through application virtualization, automated deployment packages, or use of enterprise system management tools.
- Establish and maintain effective working relationships with City staff and collaborate with other IT workgroups to resolve incidents and document in the incident management system using ITIL processes.

- Utilize knowledge articles to triage software and hardware failures, inform customers of system-wide issues, and maintain knowledge articles for common support resolutions.
- Assist with software and hardware technology refresh programs for all end user computing devices.
- Work as an Incident Manager or Service Provider on a rotational schedule to provide quality customer service. These daily functions are to efficiently work, monitor and resolve incoming customer incidents and service requests.
- Consult with customers to effectively and efficiently utilize available technology resources to better perform their job duties.
- Provide 24/7 on-call support coverage. Participate with off-hours projects as needed.
- Prioritize work, use effective time management to balance workload.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lifting up to 50 pounds at a time.

## COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective: 1997*

*Revised January 2000*

*Revised July 2005*

*Revised March 2009 (FLSA status)*

*Revised December 2013 (job duties, title update)*

*Revised January 2018 (update distinguishing characteristics, min quals, and job duties)*